



The EBW Emotional Intelligence System for Business

Understand the Impact - Know the Full Potential

Business EQ Report (Advance)

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Summary

The Emotions and Behaviours at Work assessment (EBW) is a validated psychometric measure that provides feedback on a person's Emotional Intelligence at work. It has been created to assist with the assessment and development of personnel.

Who is the report written for?

The information contained in this report is STRICTLY PRIVATE & CONFIDENTIAL and is to be used solely to assist in the selection or development of Jane. The following report has been generated using a general population norm group and is intended to summarise the results from the EBW completed on the 06.03.2019. The report is written in a style that can be presented to Jane.

Content

The report is divided into the following sections:

- **Introduction to the EBW**
- **Guidance on the Interpretation of Feedback**
- **Executive Summary**
- **Feedback**
- **Interview Questions**

IMPORTANT NOTE

This report was produced by software that is only available to individuals with training in the use of psychometrics (BPS Level B) and the Emotions and Behaviours at Work assessment in particular. This report should only be used and fed back by an EBW Partner certified on the EBW Advance System. The EBW report should be presented to Jane on a person-to-person basis and it should be made clear that the EBW highlights strengths and areas of development and the purpose of the feedback interview is to discuss those highlighted areas in more depth.

Emotional Intelligence at Work

This report explores a person's Emotional Intelligence at work (Business Emotional Intelligence). Business Emotional Intelligence explains peoples' capability to manage the critical emotions and underlying behavioural traits that predict occupational performance.

The key to a person's Business Emotional Intelligence is their ability to use their intrapersonal and interpersonal intelligence. Intrapersonal Intelligence is the ability that individuals have to manage themselves through knowing and understanding their feelings, needs, wishes, wants and behaviour. Whereas, Interpersonal Intelligence is the knowledge and ability that helps individuals to understand, engage, manage and motivate other people. It includes being sensitive to others' emotions and psychological states and choosing the appropriate response by reading the relationship, being empathetic and communicating clearly to them.

The Emotions and Behaviours at Work Assessment

The EBW measures the emotional behavioural clusters (scales) that are the focus of Business Emotional Intelligence as well as providing feedback on how self-aware we are of them.



These emotional behavioural clusters describe the way we tend to approach and interpret situations and people and this in turn impacts on the way that others see us. Many of these emotions and behaviours are predictive of how successful we will be in different situations and, whilst we may react differently depending on the context, our emotions and behaviours do tend to be quite consistent. However, they can change over time and this report provides a snapshot of a person's emotions and behaviours today, but this could change in the future.

Guidance on the Interpretation of Feedback

- The main reason for completing the EBW and reading this report should be to stimulate your thinking about how your emotions and behaviours can impact on your working style. As such, this report should not be treated as a definitive description of your working style but as a starting point from which to explore your Business Emotional Intelligence in more depth.
- The report provides feedback under each emotional/behavioural scale. Your responses are compared to those typically given by people at work to generate feedback that is relevant to you.
- In reviewing your results you should read the definition of each emotional behavioural cluster before going on to read how it relates to you.
- Much of the content and the feedback may sound familiar to you but be prepared to see some differences between how you view yourself and how the feedback from the report describes you.
- Consider the information in this report in conjunction with other information you have about your strengths and development needs.
- This report should be seen as a snapshot of your emotions and behaviours at the time you completed the EBW. Although Business Emotional Intelligence is relatively stable, with the right coaching and training it is possible to develop certain aspects of your emotions and behaviours at work.
- Many people find it very useful to discuss this report with a certified EBW partner. A partner will be able to consider your emotions and behaviours as described in this report, and also other relevant factors, such as your job, and give advice on development areas within your job role and training opportunities.
- You should see this report as the starting point for your development and use it to feed into your own personal development plan.

If you are concerned about any of the feedback in this report, please contact the distributors of the report or The EBW Support Team at info@ebwglobal.com.

Executive Summary

This summary provides an overview of eight key emotional behavioural clusters that form the focus of the EBW. However, the feedback from each emotional behavioural cluster should be read and considered to maximise the value of the report.

Score Summary

The table below presents the current EBW sten scores for Jane James using general population norms. These sten scores must be interpreted by a certified EBW Partner.

Decisiveness	1	2	3	4	5	6	7	8	9	10
Motivation	1	2	3	4	5	6	7	8	9	10
Influence	1	2	3	4	5	6	7	8	9	10
Adaptability	1	2	3	4	5	6	7	8	9	10
Empathy	1	2	3	4	5	6	7	8	9	10
Conscientiousness	1	2	3	4	5	6	7	8	9	10
Stress Resilience	1	2	3	4	5	6	7	8	9	10

Feedback Overview

Jane is more comfortable than many taking on responsibility and being in control. She likes making decisions and is prepared to take a stand on tough issues that are important to her.

Jane tends to be quite ambitious and can be enthused and energised by her work, putting a fair amount of energy into it. She likes challenge and expects positive outcomes.

Jane needs to be heard and have an impact, to persuade others and affect outcomes. She likes to lead and is comfortable in high profile roles.

Comfortable with some uncertainty and changing situations, Jane is likely to be open to new ideas whilst valuing some stability in her working environment and a degree of clarity in what is required of her.

Whilst concerned about others, Jane is likely to be able to deal with tasks in a way that focuses on the goals even if this means colleagues needs, feelings or perspectives are not always taken into account.

Jane likes spontaneity and freedom and is concerned with achieving goals in the most expedient and effective manner available and will not feel overly constrained by the rules and conventions that apply to the organisation.

Jane is comfortable dealing with the day-to-day stresses of work and is better able than most in remaining calm under pressure and in control of her emotions.

Feedback

The sten scores and feedback narrative in this section of the report are based on Jane James's responses on the EBW assessment. Each section starts with a definition of the emotional behavioural cluster followed by the sten scores and feedback narrative. At the end of each section, there are some questions to consider based on the feedback narrative.

Decisiveness

Willingness to make decisions, the need for control and the level of comfort with decision making responsibility.

Score

1	2	3	4	5	6	7	8	9	10
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Feedback

Jane is comfortable with positions of responsibility and may seek them out. She is happy to make decisions and is relatively untroubled by having to make quite major decisions that will affect her or others. Her eagerness to come to a decision could mean that she does not always consider all aspects of a problem. However, she will be prepared to come to a decision in situations where all the information is not available, where the outcome cannot be adequately predicted or where decisions have to be made rapidly without adequate time to consider them fully.

Jane will also be prepared to take control of a situation, even if this means she is likely to be challenged. She has confidence in her own position and will be prepared to stand by her decisions.

At times, Jane may be eager to reach a solution when colleagues would prefer to explore issues further. She may be uncomfortable with ambiguity and a lack of clarity, preferring to take a strong and clear line, even if this does not fully represent the complexities of a situation. More submissive colleagues may find her need for completion and control to be intimidating or frustrating and she needs to consider whether she is adequately equipped to take on the level of responsibility she does.

Jane may be less comfortable with roles that require patient information gathering, consideration, reflection, detailed analysis or extended lack of clarity. Her preference will be for those situations where she can move from issue to issue making conspicuous progress and may enjoy general or line management roles.

In teams, Jane may sometimes close options down prematurely in an attempt to reach a solution and will be frustrated by procrastination or avoidance of decisions in others. She may feel that the group has reached a point where only one outcome is possible, whilst some of her colleagues may prefer to explore matters fully before moving on. She may, therefore, come across as slightly impatient at times and needs to consider that while the aim of a meeting is to reach a decision, others may have additional needs such as ensuring that all aspects have been adequately covered.

At times, she may make commitments, in order to resolve a situation and move on, that are subsequently hard to fulfil. She may therefore, need to ensure that she has the ability and motivation to deliver on her promises.

Questions

Tell me about a situation in which you had to make a decision but lacked the information or clarity that you needed to be sure you were making the right decision.

Tell me about a time when you had to take a position or present a decision that was unconventional or unpopular.

Describe a time when you had the opportunity to take on a lot of responsibility.